

# Document Corruption

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## Overview:

This document will discuss document corruption and show how to analyze and repair the document.

## What is Document Corruption?

Document corruption is basically when a document no longer behaves properly. The document no longer responds the way it is supposed to when using it in WordPerfect. Sometimes the document will freeze WordPerfect when it is opened or cause it to crash. Sometimes the tools in WordPerfect no longer work properly when a specific document is opened or when scrolling through the document. Other times no matter how much you try to fix the formatting of a document the document never looks correct. These are all general signs of document corruption. A simple test of determining if a document is corrupt is to open a new document, recreate the steps you are having trouble with and if the problem does not appear in the new document then the specific document that you originally were working on may be corrupt. At this stage you need to Analyze and Repair the document of corruption before the document no longer becomes usable.

## How Can I Tell if I Have Document Corruption?

The following list are signs to look for to spot and detect corruption

- It only happens in the specific document I am working in. It does not happen in a new document or all other documents.
- Document does not appear properly in WordPerfect
- Certain features of WordPerfect no longer work properly.
  - Toolbar buttons grayed out such as bold italic and underline
  - Cannot use Writing Tools such as Speller, QuickWords
  - Text is garbled and images do not appear properly
  - Document does not print properly
- WordPerfect immediately closes when opening a specific document or documents
- WordPerfect freezes when opening a specific document or documents
- WordPerfect reports an error when opening a document
- You can not save the document
- WordPerfect freezes when scrolling through a particular part in a document
- Document size in kilobytes continually grows dramatically even when just a little bit of changes are made to a document

## Determining the type of document corruption

- Document Corruption
- Document header corruption
- Styles corruption
- Image corruption
- Font corruption

## **Removing Document Corruption**

Most documents can be recovered to a certain degree, in extreme cases the whole document will be lost.

### **Levels of Recovery:**

- Document is fully recovered and corruption has been removed
- Document is partially recovered and some formatting is lost but all text in document remains intact
- Document is partially recovered and some formatting is lost as well as some text in the document
- All of the text from the document can be recovered but all formatting is lost
- Some of the text from the document can be recovered and all formatting is lost
- None of text or the formatting is recovered and the document is lost.

### **Steps to recovering a Corrupt Document:**

1. Analyze and Repair Document
2. Refresh Document Header
3. Block Copy Paste
4. Edit and clean up Styles in document
5. Replace corrupt fonts
6. Replace corrupt images
7. Open in MS Word or other applications

### **Analyze and Repair a Document**

Following steps show how to run Analyze and Repair on a WordPerfect document

Steps on How to Analyze and Repair a document

1. Close WordPerfect and any open documents
2. Open WordPerfect Corrupt Document Troubleshooter
3. Click on Open Document, an Open dialog box will appear.
4. Navigate to and select the suspected document. Click on OK to open document in WordPerfect Corrupt Document Troubleshooter.
5. Select Analyze and repair document from the drop down box
6. Click Next to Analyze document for corruption.

### **Refresh Document Header**

This step will refresh the document header and remove all corruption from it.

Steps: On How to Refresh the Document Header

1. Close WordPerfect and all documents
2. Open WordPerfect Corrupt Document Troubleshooter
3. Click on Open Document and Open dialog box will appear.
4. Navigate to and select the suspected document. click on OK to open document in WordPerfect Corrupt Document Troubleshooter
5. Select Refresh document header from the drop down box
6. Click Next to Refresh the document header.
7. Once document is refreshed remove the x inserted at the beginning of the document and the new line that was inserted.

8. Save the newly repaired document as a new name.

### **Block Copy Paste**

This step will select the entire suspected document, copy it to the clipboard and paste it to a new document.

Steps: On How to Block Copy Paste

1. Close WordPerfect and all documents
2. Open WordPerfect Corrupt Document Troubleshooter
3. Click on Open Document and Open dialog box will appear.
4. Navigate to and select the suspected document. click on OK to open document in WordPerfect Corrupt Document Troubleshooter
5. Select Block Copy Paste from the drop down box
6. Click Next to continue.
7. A new document will be created and all text will be copied into the new document
8. Save the newly repaired document as a new name.

### **Edit and clean up Styles in WordPerfect Document**

#### **What are Styles?**

A style is a collection of formatting attributes that you can apply to text or graphics. Styles for graphics boxes, borders, fills, and lines let you format a document quickly and consistently.

#### **How to Detect Style Corruption**

Generally you can tell if a style is corrupt by applying the style in the document and the style no longer behaves the way it is supposed to, in most cases it does not apply the formatting properly or the document will begin to crash WordPerfect if the style is added. You can also determine if the style is causing the corruption by removing all parts of the document with that particular style save the document as a new document and test for corruption. If the corruption is no longer present then it is safe to determine the style is the cause of the corruption.

#### **How to repair Styles Corruption**

The best and surest way of repairing Styles Corruption is to delete the suspected Style and recreating it. If this is not plausible then simply following the below steps may sufficiently repair the Styles corruption.

### **Repair Styles Corruption**

#### **How to Repair and Clean up Style Corruption**

Open WordPerfect Corrupt Document Troubleshooter

*NOTE: Styles corruption is generally passed on by the template in which the document was created from. Please see section on Getting to the Root of the Corruption/Templates to determine if the Styles in the template is corrupt.*

### **Replace Corrupt Fonts**

Sometimes the font itself may be the cause of the corruption. The font itself may be corrupt or the information stored in the document regarding the font may be corrupt.

#### **Fixing Font Corruption**

Delete Fonts from OS

Restore them from Recycle bin

Reinstall Font

Ensure Font in document exists in Operating System

#### **Fixing information stored in the document regarding the font.**

Refresh fonts in document

Change font to another font

### **Replace Corrupt Images**

Images are notorious for becoming corrupt in documents. The simplest test is to remove either the suspected image or all images from a document and save it as a new document then check if document remains corrupt. If the document is no longer corrupt then begin reinserting the images back into the document after each image check for corruption. If the corruption returns then the last image you added is corrupt. Remove this image and replace it with a fresh copy. Also ensure that the image itself is not corrupt by opening the suspected image into a image editor and determine it is displaying properly.

### **Open WordPerfect Document in Microsoft Word or Another Application.**

Sometimes you can open the corrupt WordPerfect document in another application that may ignore the corruption. When the document does open there may be issues with the formatting but at least you will have recovered most of the document. At this point save the document as a WordPerfect document and then proceed to analyze and repair any found corruption in it.

### **What To Do If Document Cannot be Recovered.**

If you cannot recover a document or resolve the document corruptions issue there are several choices you can decide from:

1. Extract Text
2. Professional Svcs
3. Recreate Document

#### **Extract Text**

Extracting text from a WordPerfect document will save all or partial text from the corrupt document, all formatting and corruption will be removed. You will be able to reformat the document and add in any missing text rather than retype the entire document.

Following steps show how to Extract all the text from a WordPerfect document

Steps on how to extract all text from a document

1. Close WordPerfect and any open documents
2. Open WordPerfect Corrupt Document Troubleshooter
3. Click on Open Document, an Open dialog box will appear.
4. Navigate to and select the suspected document. Click on OK to open document in

WordPerfect Corrupt Document Troubleshooter.

5. Select Analyze and repair document from the drop down box
6. Click Next to Analyze document for corruption.
7. Click on Edit|Extract text from document
8. Click on Browse and a Save dialog box will open
9. Navigate to desired location and click Open and then Extract Text
10. Click OK

Text has now been saved in a newly created text file.

### **Recreate Document**

If the document is not recoverable you will need to recreate the document from scratch. Also look for a previously saved version that may be able to be recovered. Ensure you analyze the document for corruption if you use this suggestion.

### **Professional Services**

The majority of documents can have at least partial recovery. If you require help recovering your document please contact Bidgood Svcs for more details on Document Recovery Services at [bbidgood@pictureresize.com](mailto:bbidgood@pictureresize.com)